

WIC Work Group

April 12, 2017



AGENDA REVIEW



Nutrition Assessment

- Asked members to provide feedback on current set
- 2 responses- they look fine
- 1 person had more significant input
- Merged member and State input and have new drafts ready for review

Nutrition Assessment

- Considered if we could eliminate use of:
 - SOAP
 - Nutrition Contacts
 - Goal Setting
 - Referral
- Have to verify this is possible in SPIRIT
- All information incorp. into Nutrition Assessment?
- This would be a complete overhaul
 - See sample

Rx Forms Review

- Requirements
 - 1 form preferably
 - Either infants one side & women/children on other
 - One generic side & detailed instruction and formulary on back
 - Other...
 - Merge Similac & Medical (but still distinguish)
 - Align formula with diagnosis

Rx Forms

- Lacy worked on 2 versions that tried to meet criteria
- Kate added one more version
- 3 to review- in packets

Participant Survey

- Jeanine Lund- review process & questions for survey
 - Questions and PDSA in your packets
- Feedback
- How to distribute
 - Electronic
 - Paper
 - Data pulls (past participants)
 - Qualitative aspect?

Customer Service Survey

- Most participants scored State WIC staff high on “Response to local needs” questions.

State WIC staff provide services in a timely manner

- 90% agree or strongly agree

State WIC staff provide services correctly the first time

- 82% agree or strongly agree

State WIC staff demonstrates a willingness to help citizens/customers

- 88% agree or strongly agree

State WIC staff demonstrates knowledge and expertise with consistency

- 82% agree or strongly agree

State WIC staff makes information easily available

- 83% agree or strongly agree



Customer Service Survey

State WIC staff provide information/tools in a format that I can understand

- 88% agree or strongly agree

State WIC staff meet expectations for quality service delivery

- 85% agree or strongly agree

State WIC staff provide useful ideas and suggestions to resolve administrative issues in the clinic

- 75% agree or strongly agree

State WIC staff provide a comfortable platform to communicate concerns/requests

- 81% agree or strongly agree

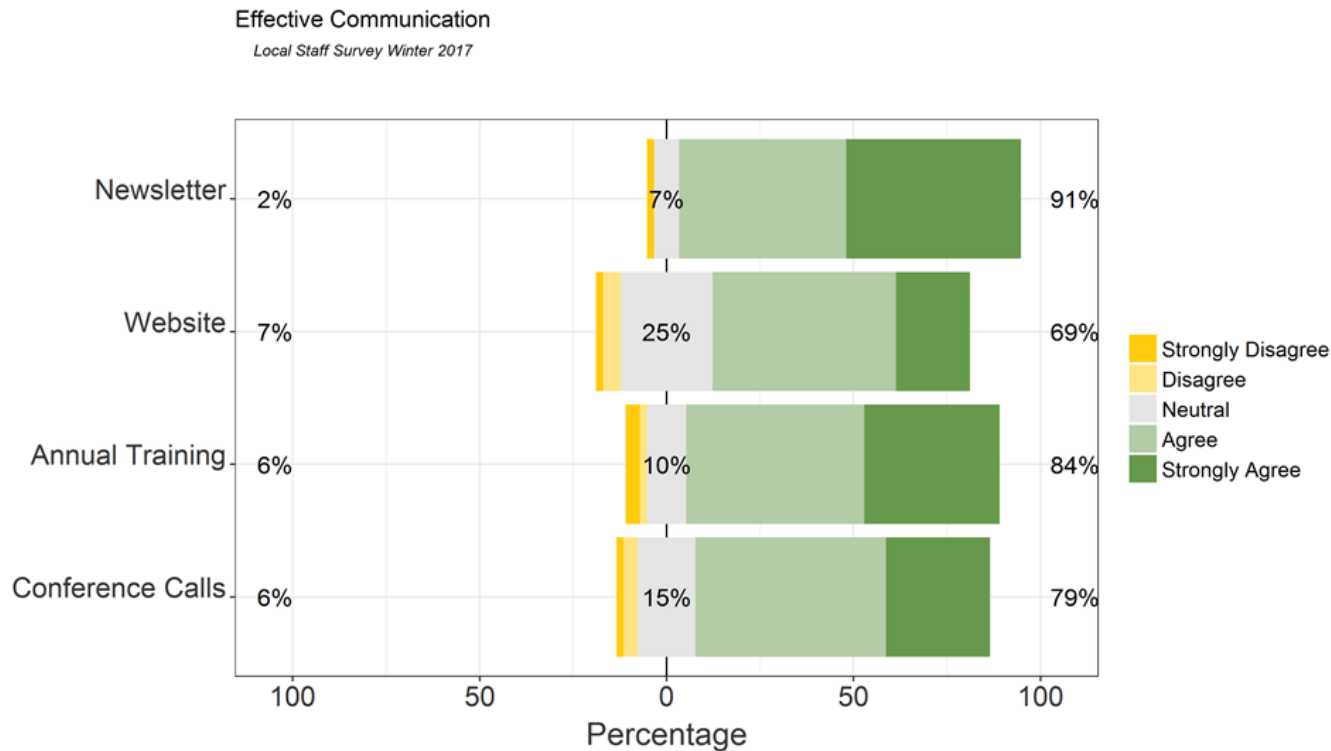
The State WIC directory provides clear guidance on who to contact based on specific inquiries

- 81% agree or strongly agree



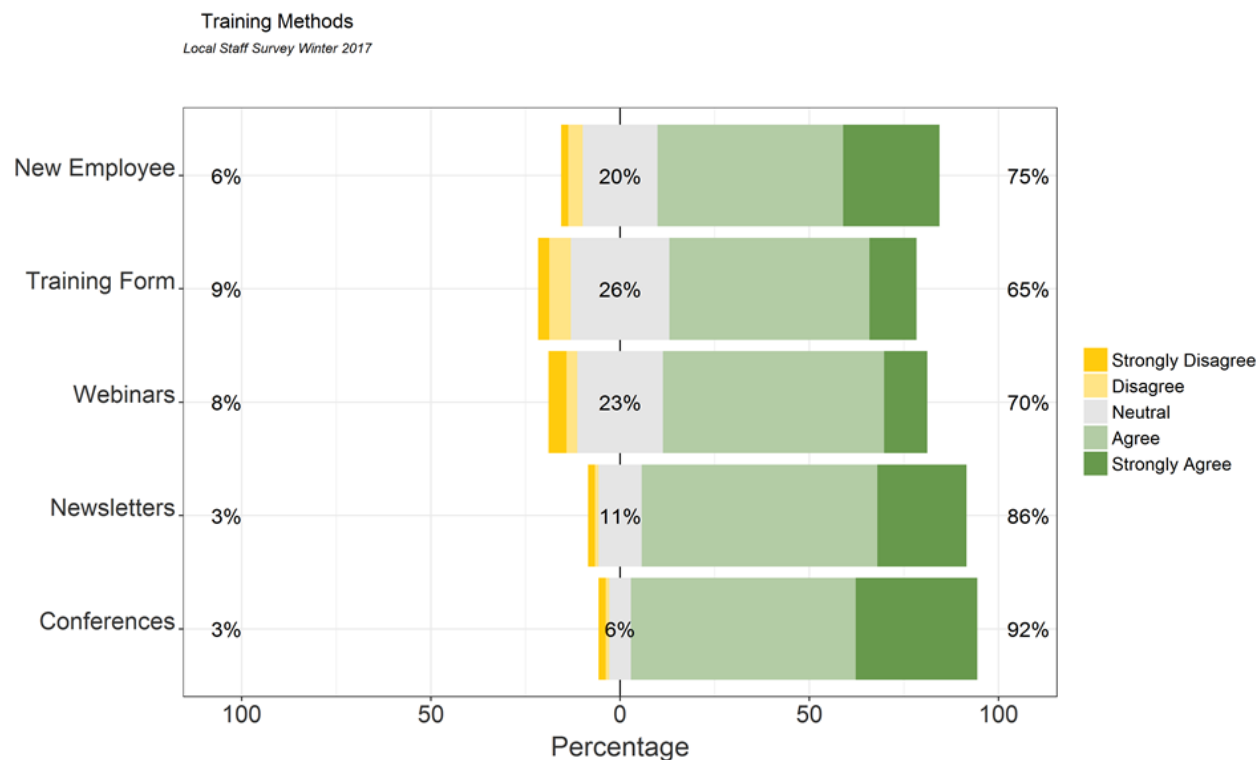
Customer Service Survey

- We asked survey participants if the weekly newsletter, WIC website, annual WIC trainings, or local agency conference calls were effective ways to stay updated on changing WIC policies.



Customer Service Survey

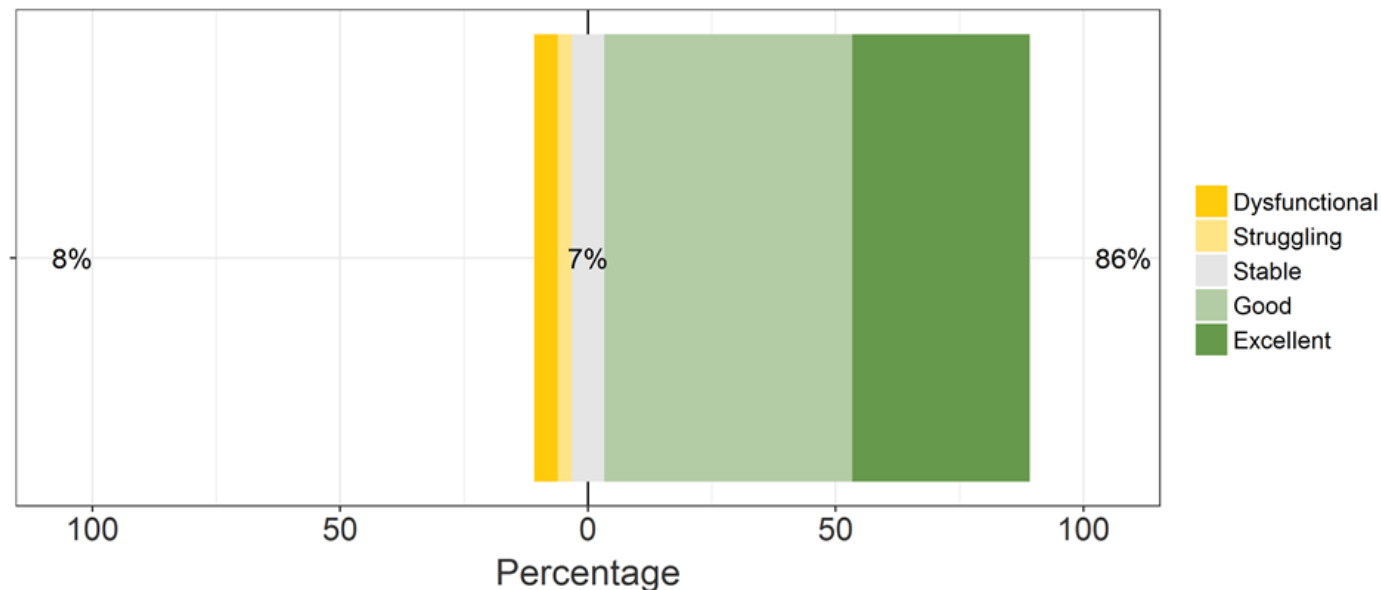
- Staff were asked which training methods are most effective



Customer Service Survey

- Survey participants were asked to characterize their relationship with State staff. Eight staff members reported struggling or dysfunctional relationships. This is an increase from last survey.

Professional Relationship
Local Staff Survey Winter 2017

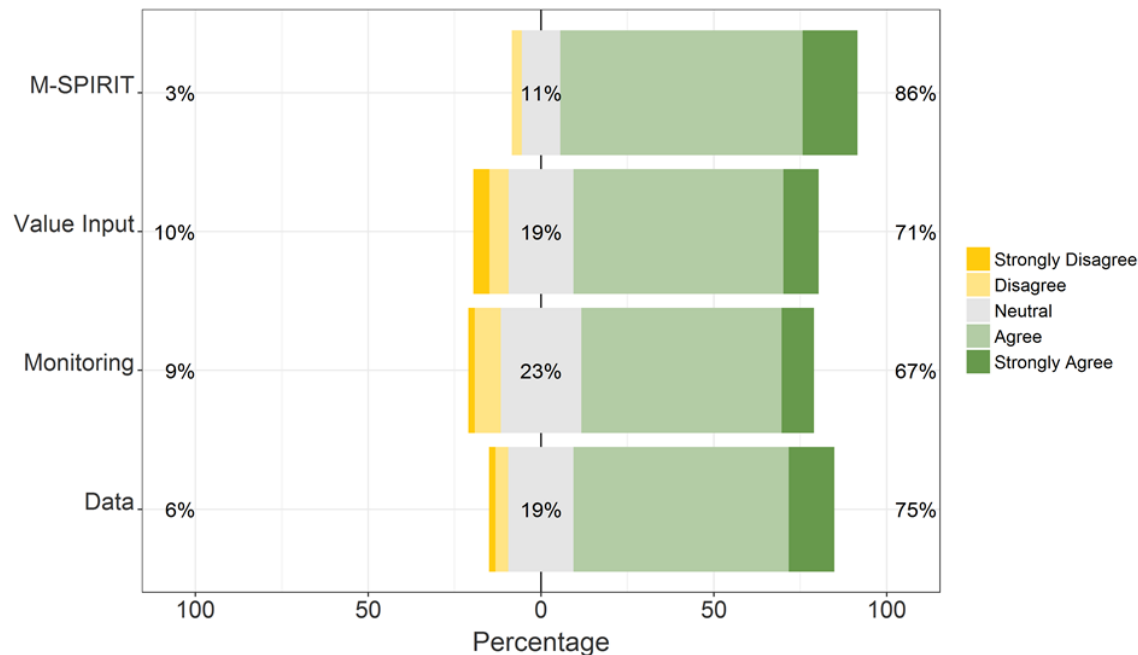


Customer Service Survey

Survey participants were asked if they agree or disagree with the following statements:

- State Provides effective guidance to navigate **M-SPIRIT**
- Local agency **input** is valued and implemented
- **Monitoring** process is transparent and understood
- **Data** provided by the State is helpful and presented in an understandable manner

Monitoring and Data
Local Staff Survey Winter 2017



Customer Service Survey Continued

- There were 21 comments provided with the survey, some of them very negative.
- Last year it seemed those comments may have been the result of specific events, these seem more general, as if they happen regularly.
- We are looking for guidance on how to take action to remedy this.

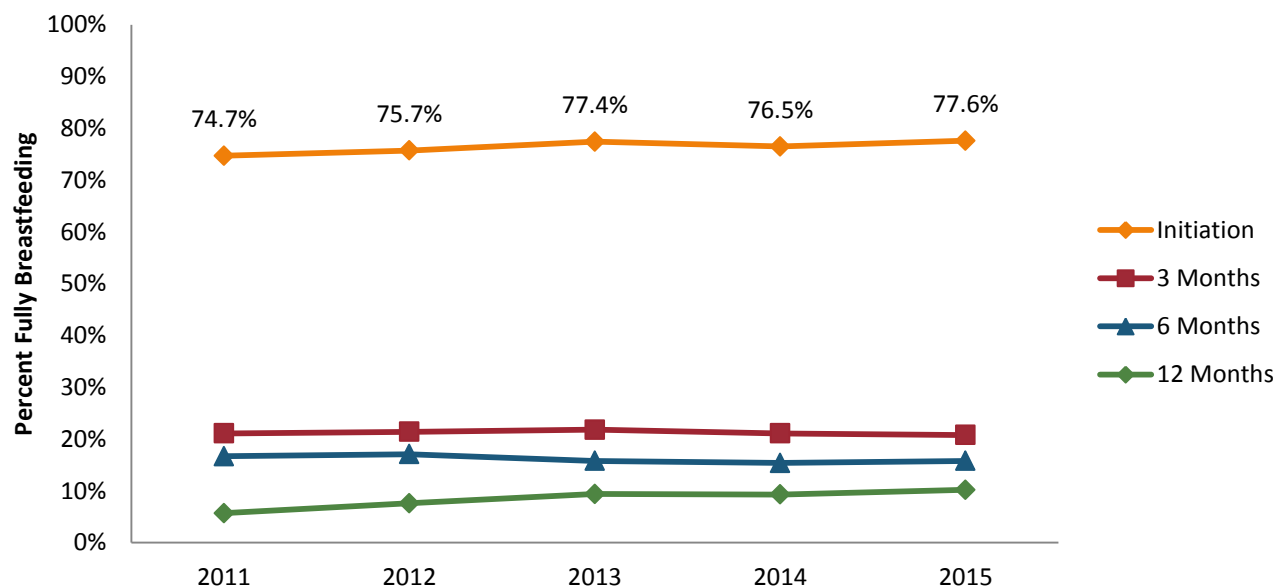


New Data

- Breastfeeding
- Anemia
- BMI
- Low birth weight
- Prematurity
- Trimester entry into WIC

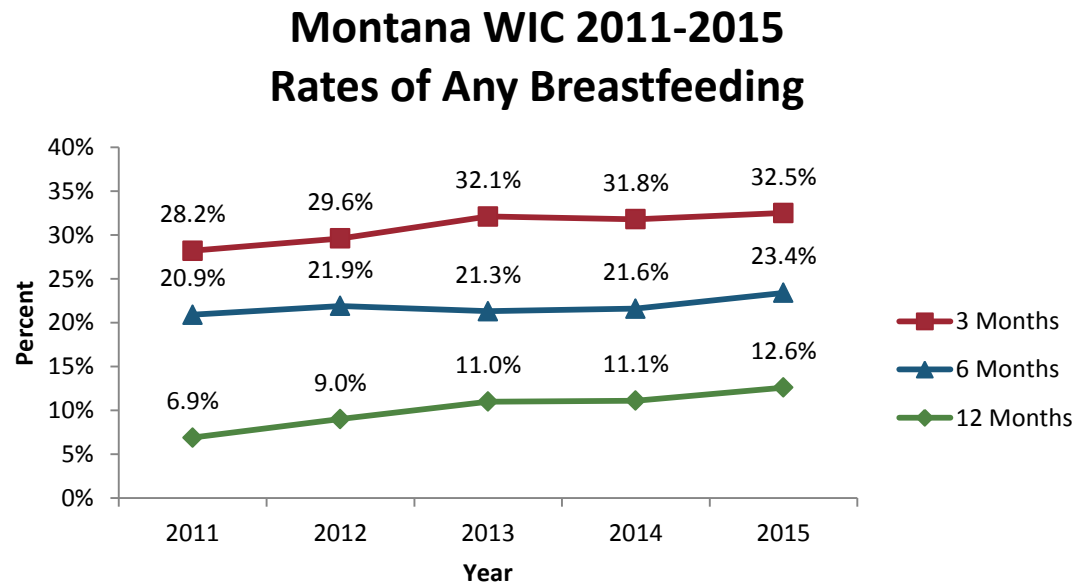
Breastfeeding – Fully

Montana WIC 2011-2015: Rates Fully Breastfeeding



Is good

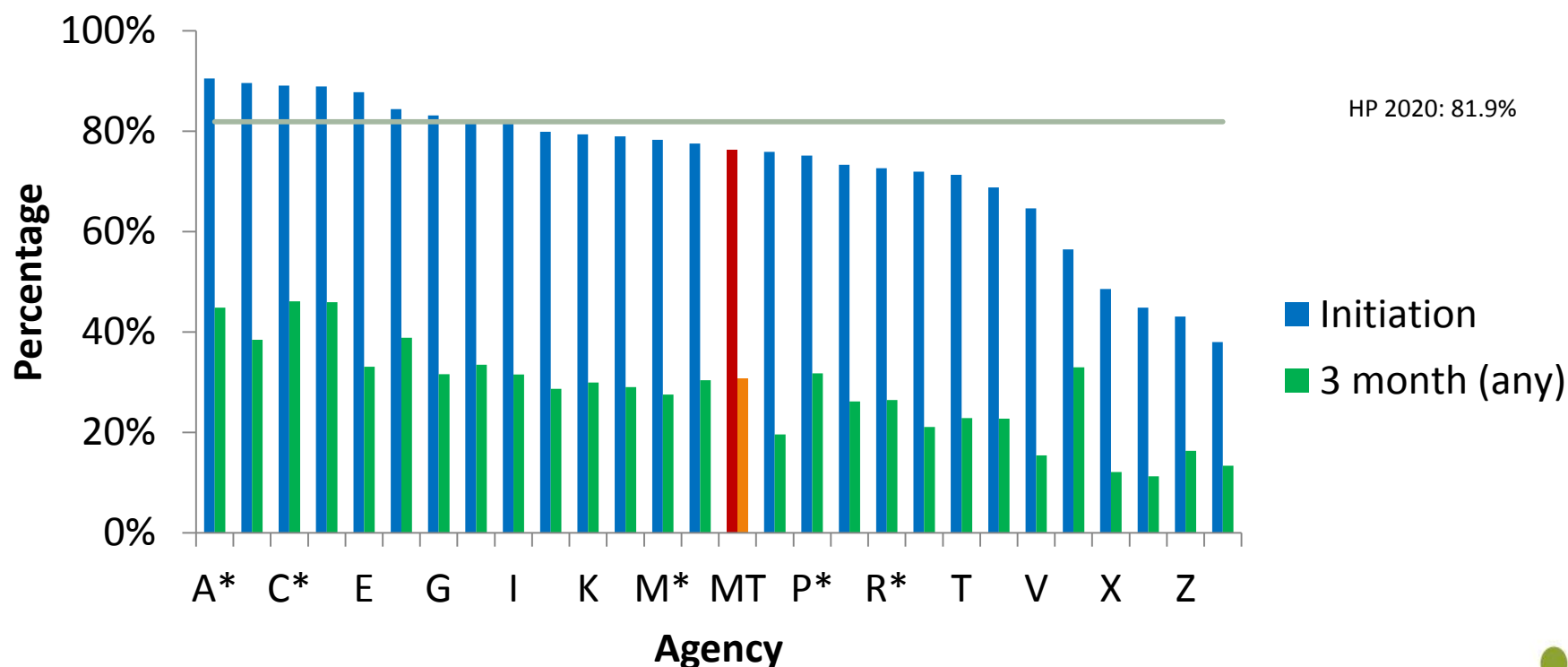
Breastfeeding – Any



Is good

Breastfeeding – By Agency

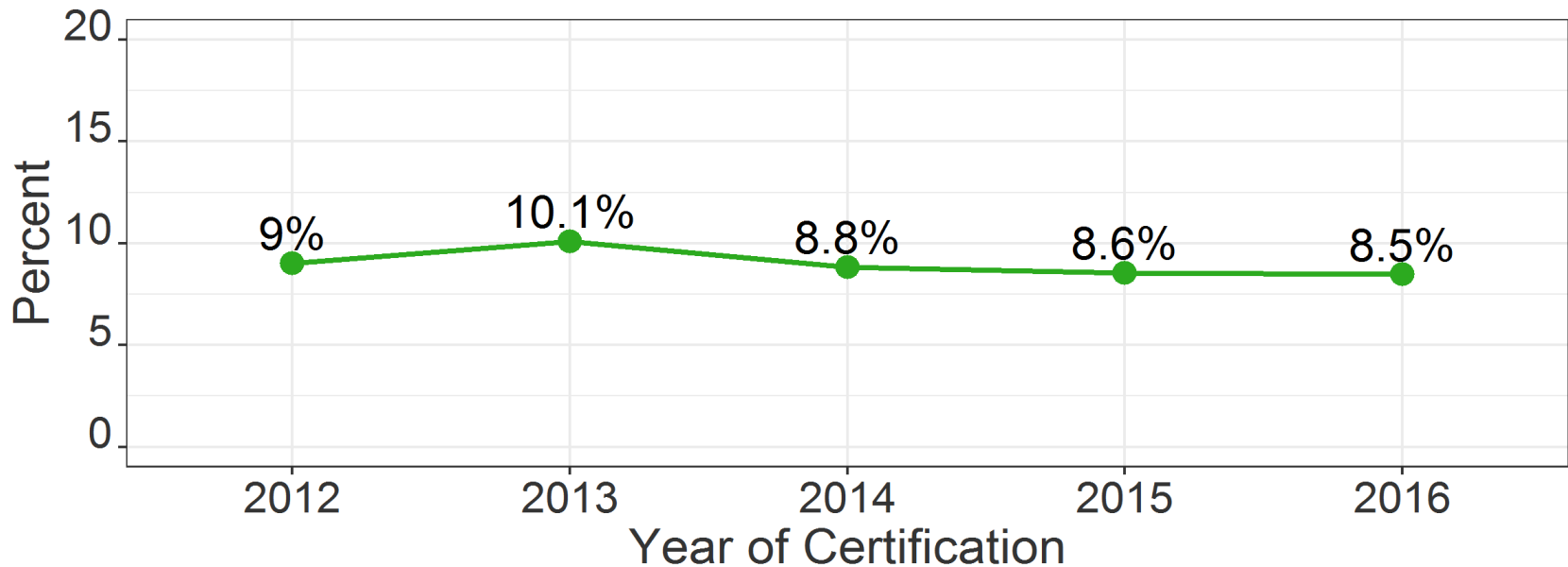
Breastfeeding Rates for Montana WIC participants, by agency, 2011-2015



Anemia – Pregnant Mothers

Low Hemoglobin Rates by Year

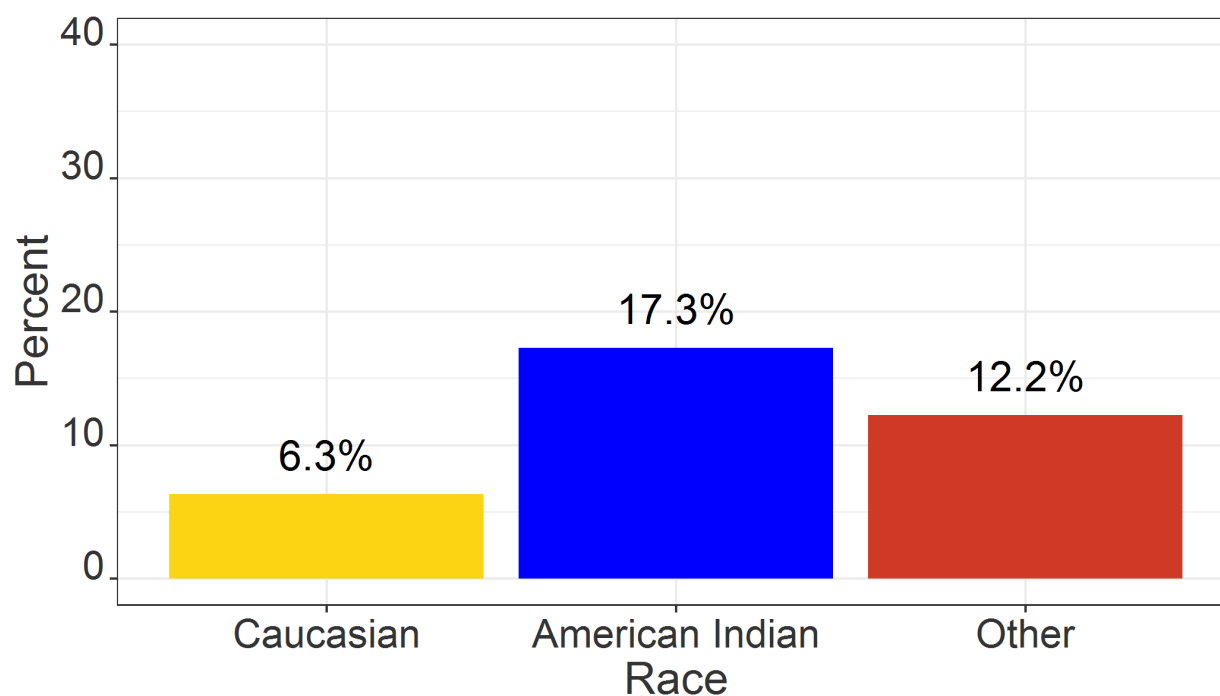
Montana WIC 2012-2016



Anemia – Pregnant Mothers

Low Hemoglobin Level Rates by Race

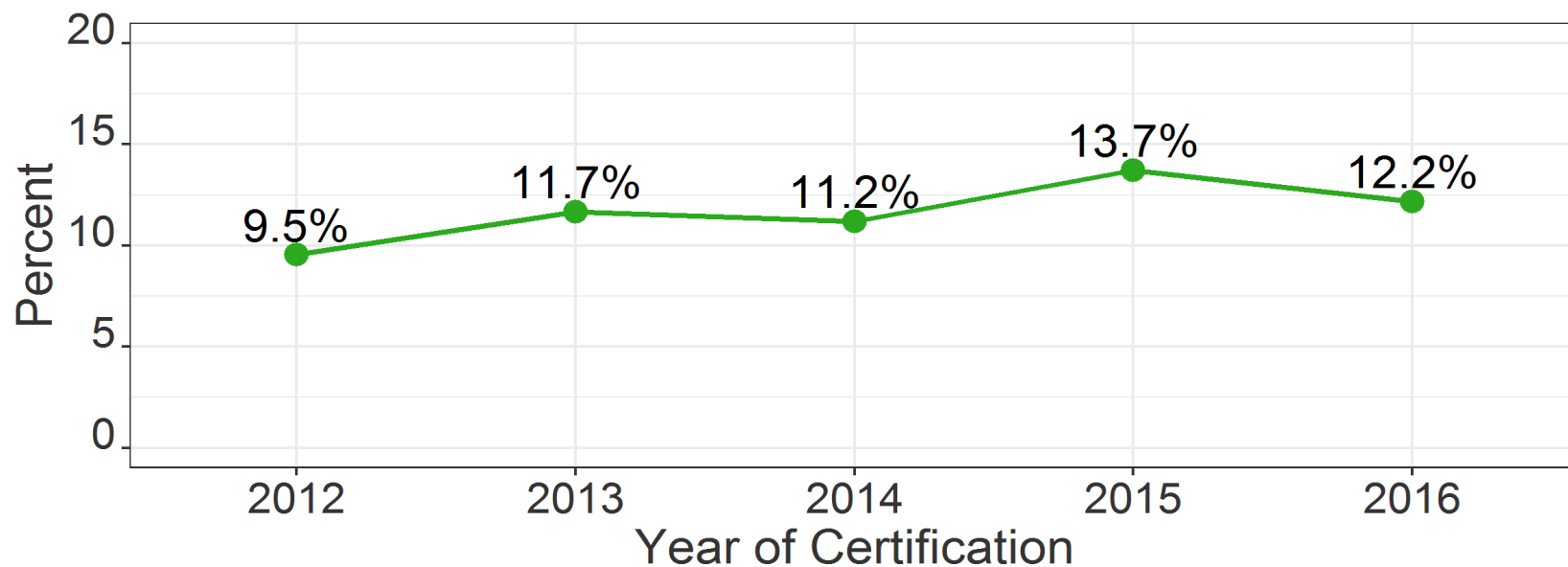
Pregnant Montana WIC Clients: 2012-2016



Anemia - Children

Low Hemoglobin Rates by Year

Montana WIC 2012-2016

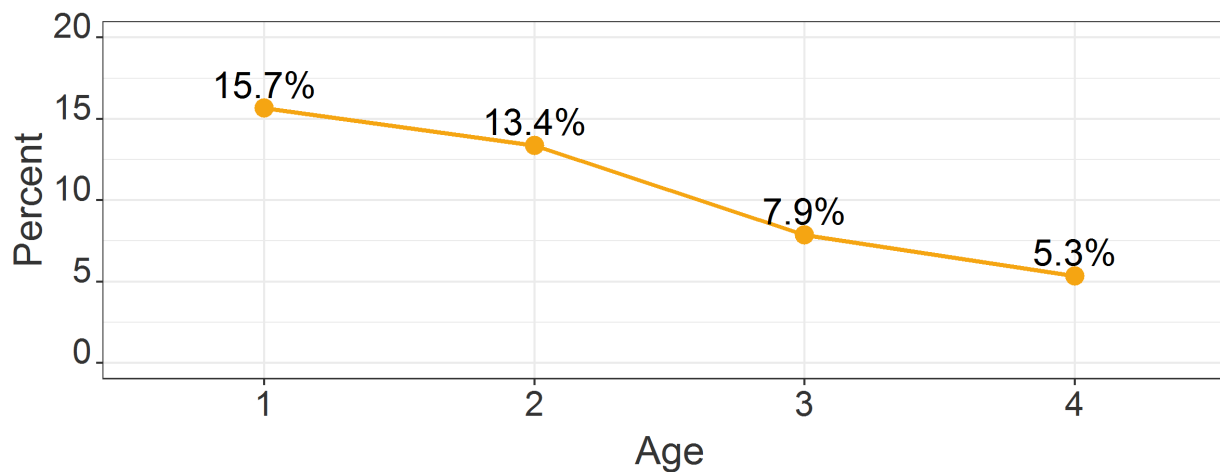


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Anemia - Children

Low Hemoglobin Rates by Age

Montana WIC 2012-2016

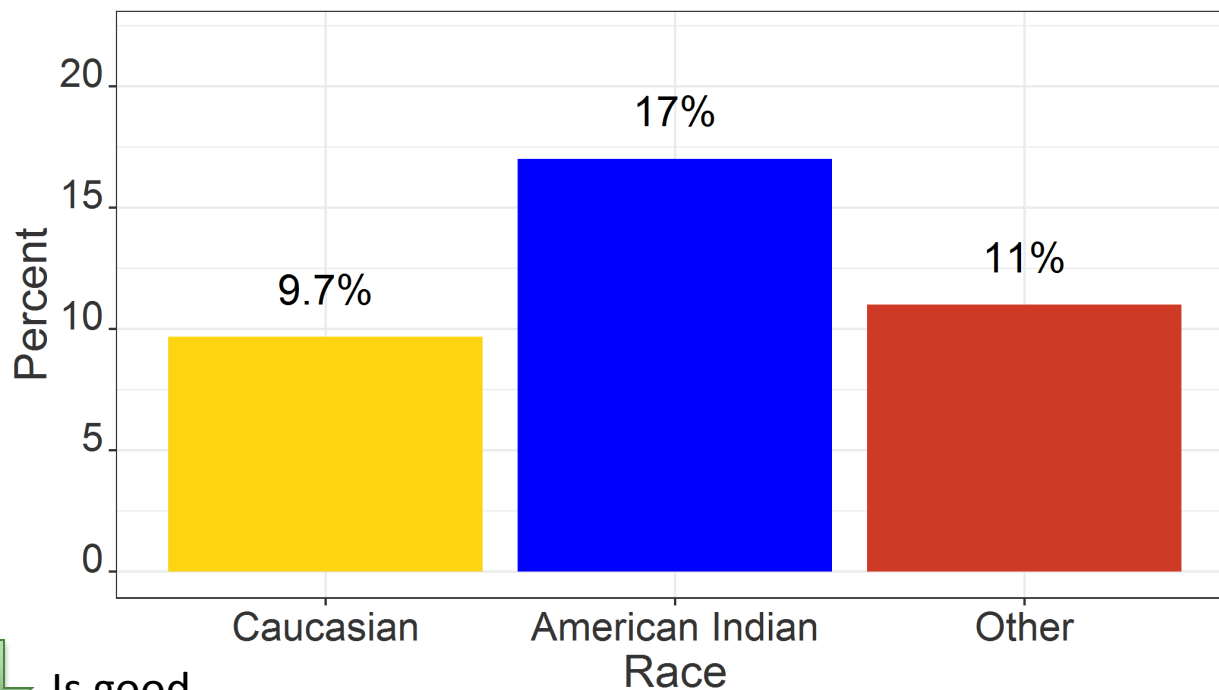


Is good

Anemia - Children

Low Hemoglobin Level Rates by Race

Pregnant Montana WIC Clients: 2012-2016

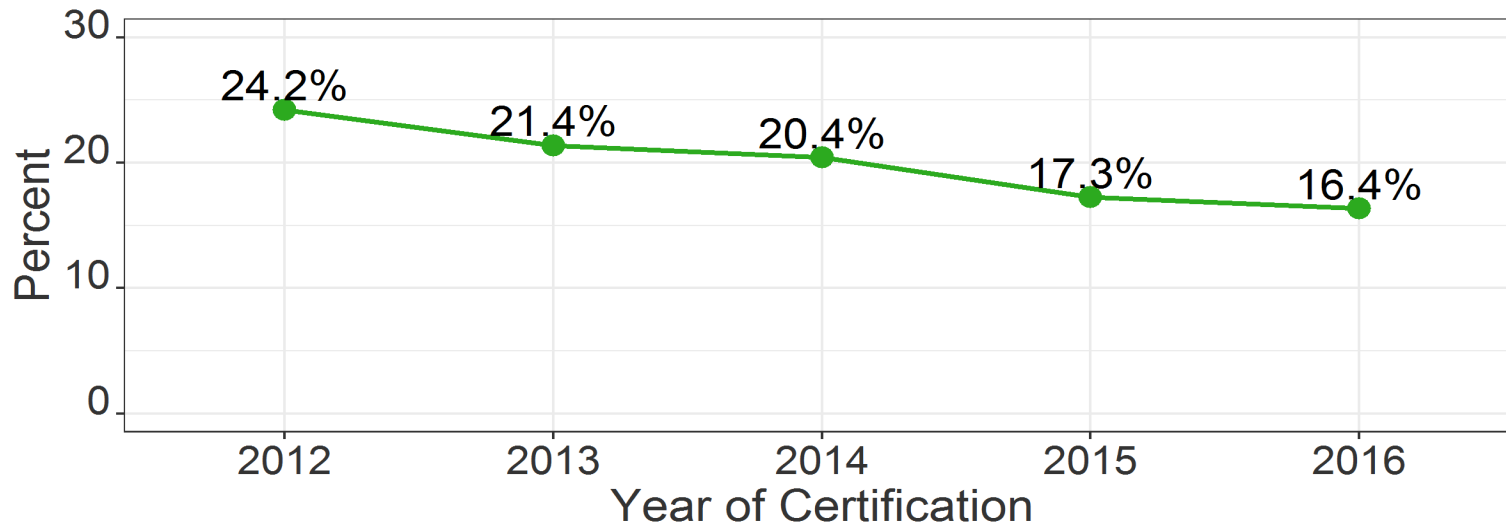


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Anemia – Breastfeeding Mothers

Low Hemoglobin Rates by Year

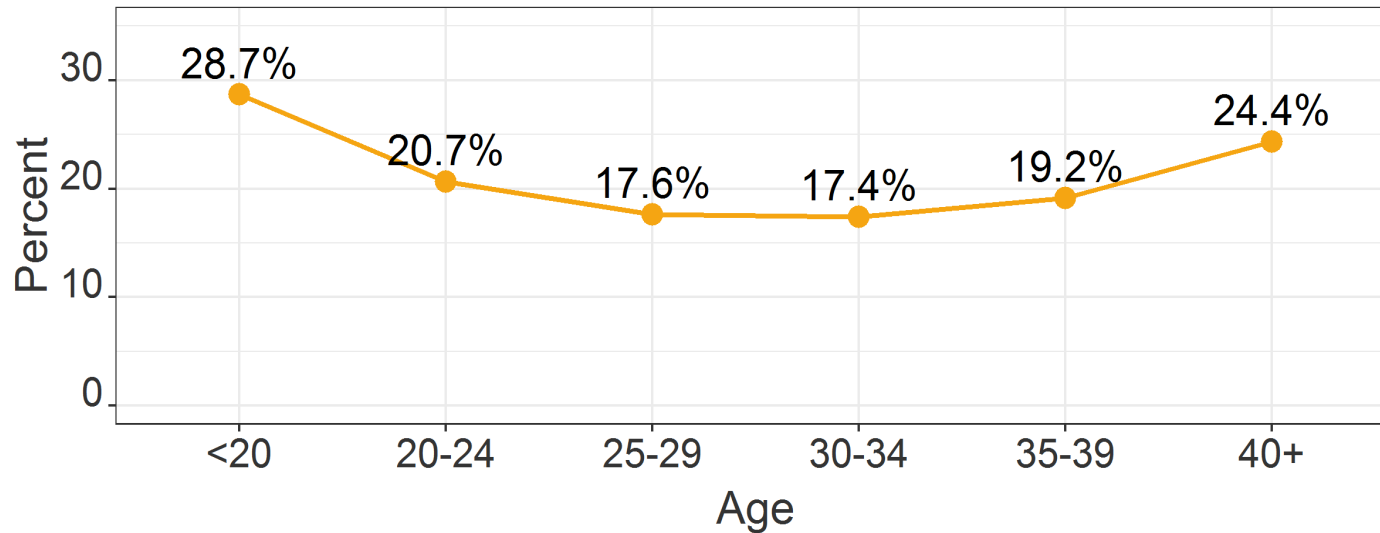
Montana WIC 2012-2016



Anemia – Breastfeeding Mothers

Low Hemoglobin Rates by Age

Montana WIC 2012-2016

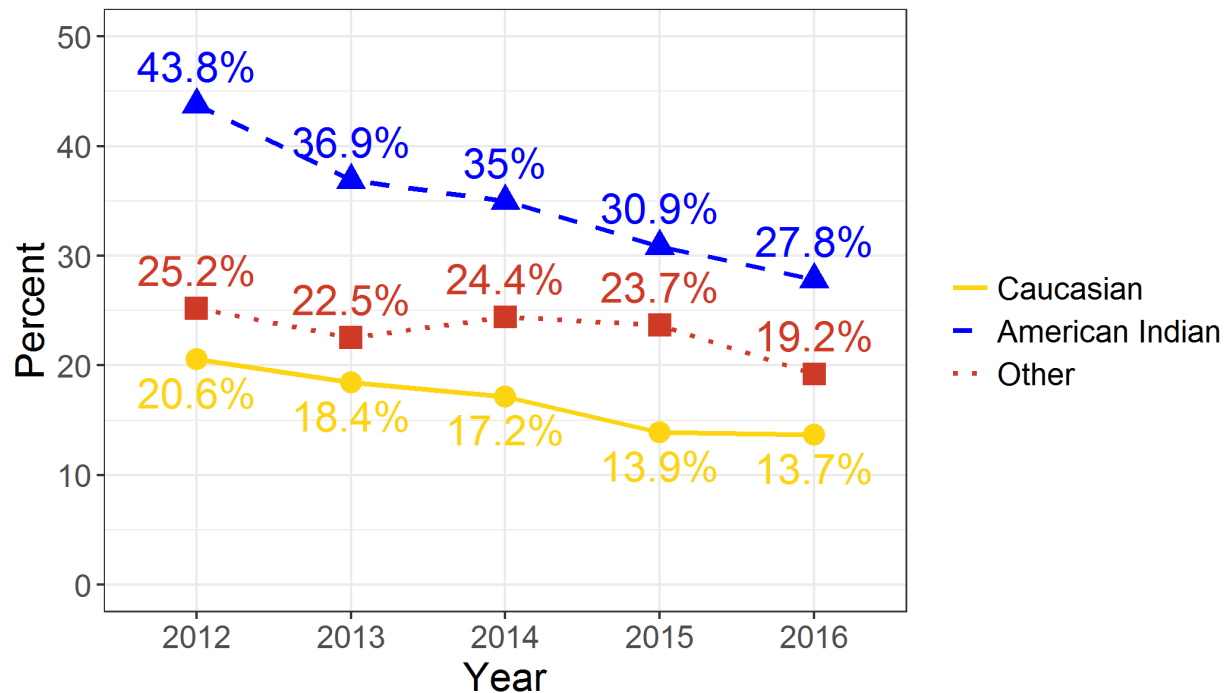


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Anemia – Breastfeeding Mothers

Low Hemoglobin Level Rates by Race

Montana WIC 2012-2016

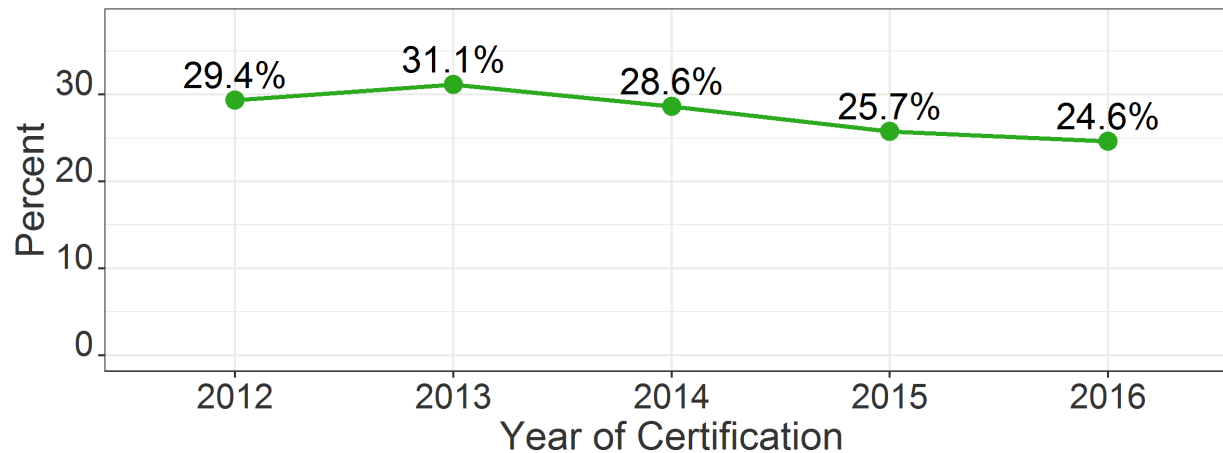


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Anemia – Non-Breastfeeding Mothers

Low Hemoglobin Rates by Year

Montana WIC 2012-2016

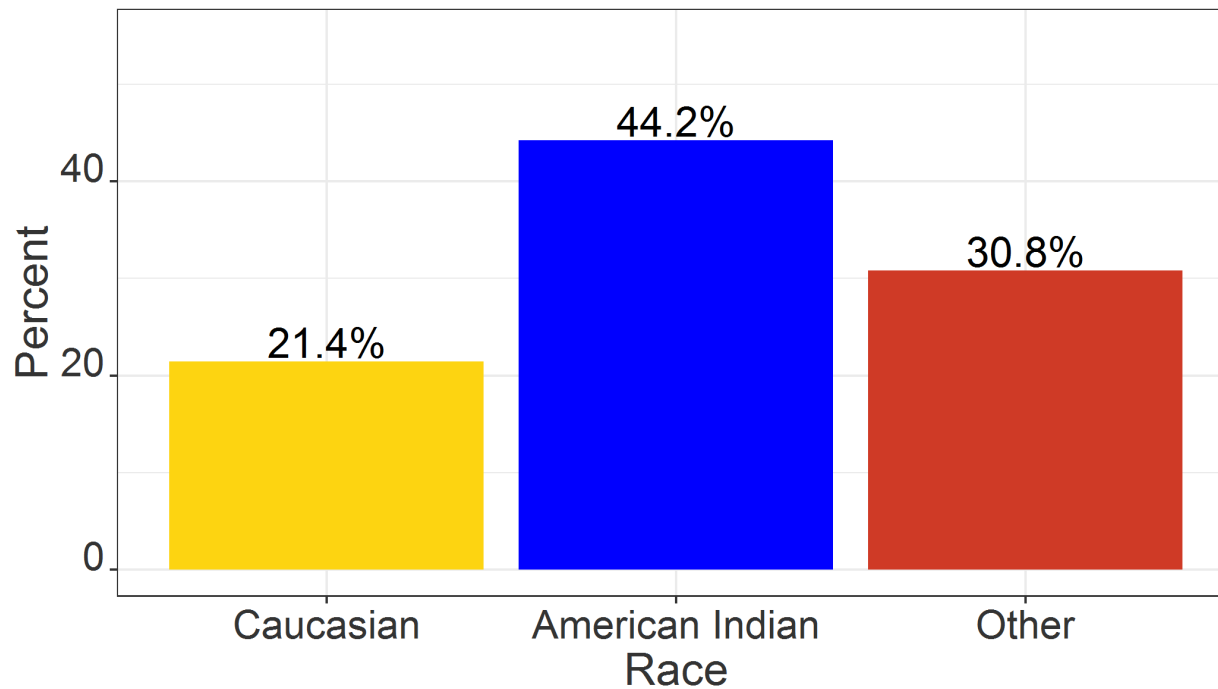


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Anemia – Non-Breastfeeding Mothers

Low Hemoglobin Level Rates by Race

Pregnant Montana WIC Clients: 2012-2016

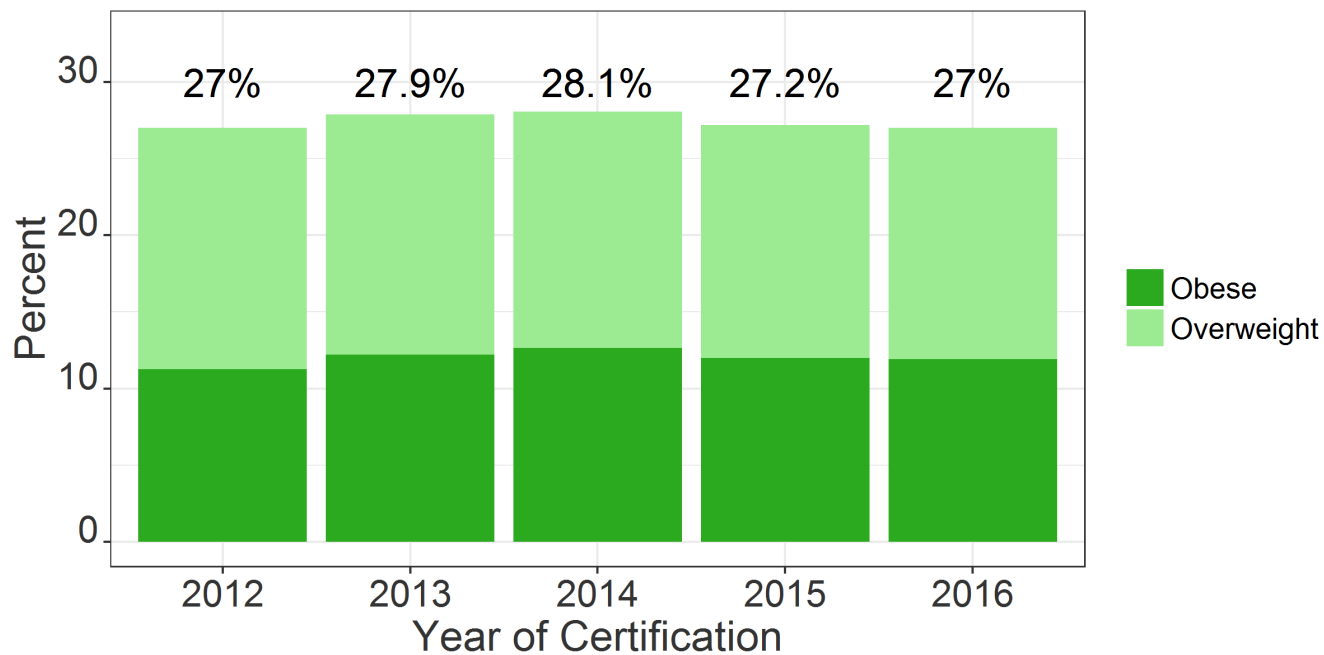


Is good

BMI

Overweight and Obesity Rates by Year

Montana WIC 2012-2016

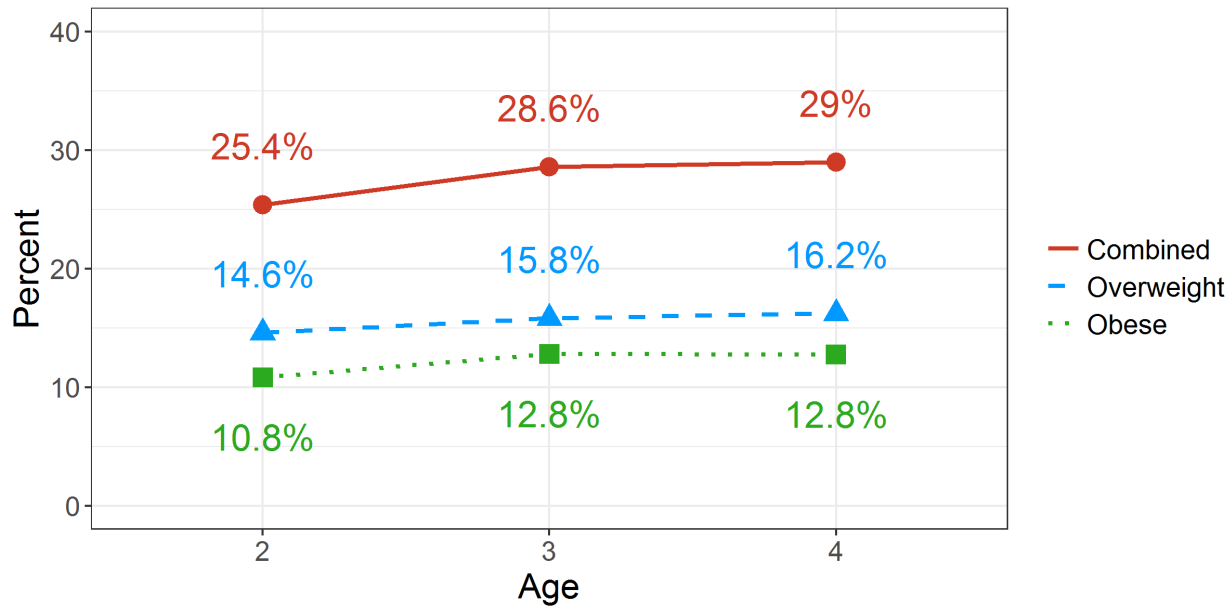


Is good

BMI

Overweight and Obesity Rates by Age

Montana WIC 2012-2016

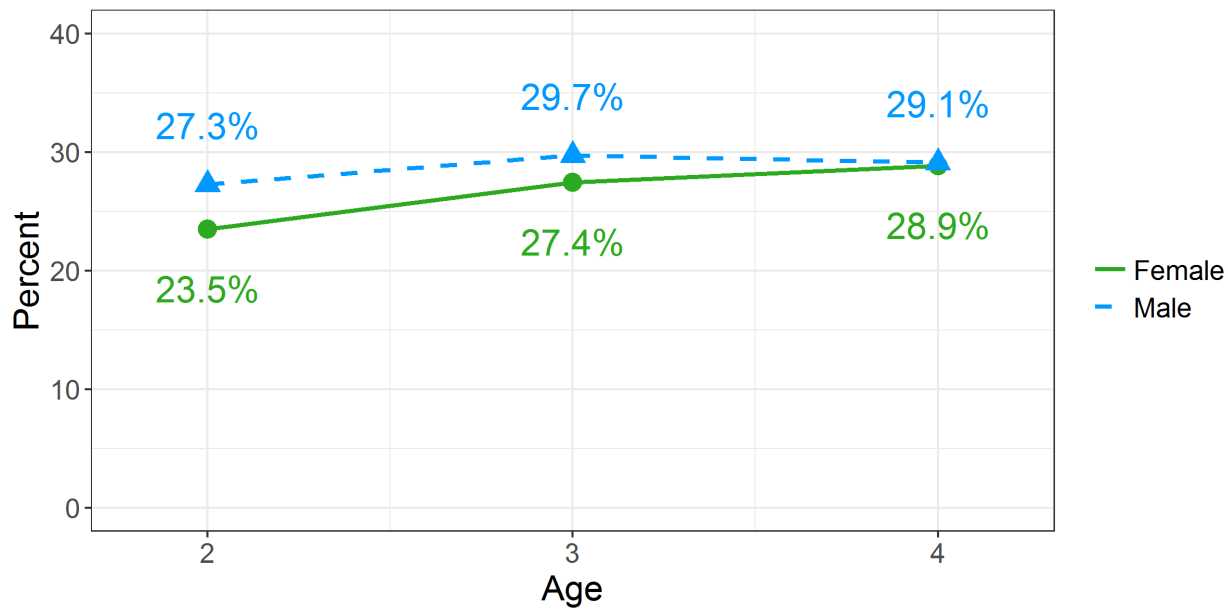


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BMI

Overweight and Obesity Rates by Gender

Montana WIC 2012-2016

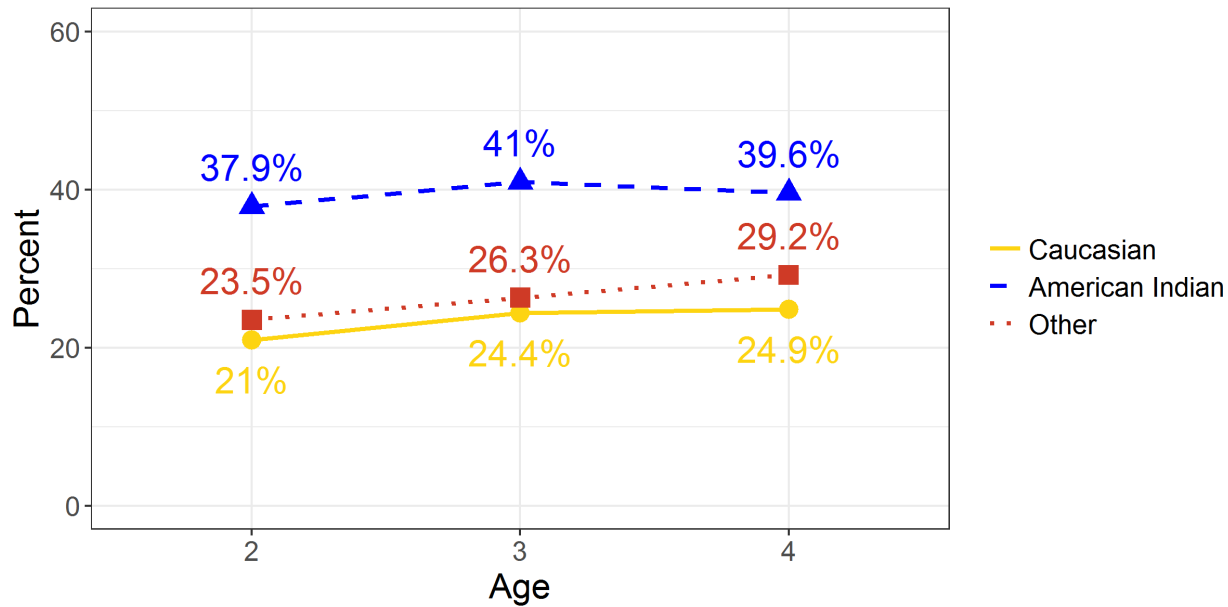


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BMI

Overweight and Obesity Rates by Race

Montana WIC 2012-2016

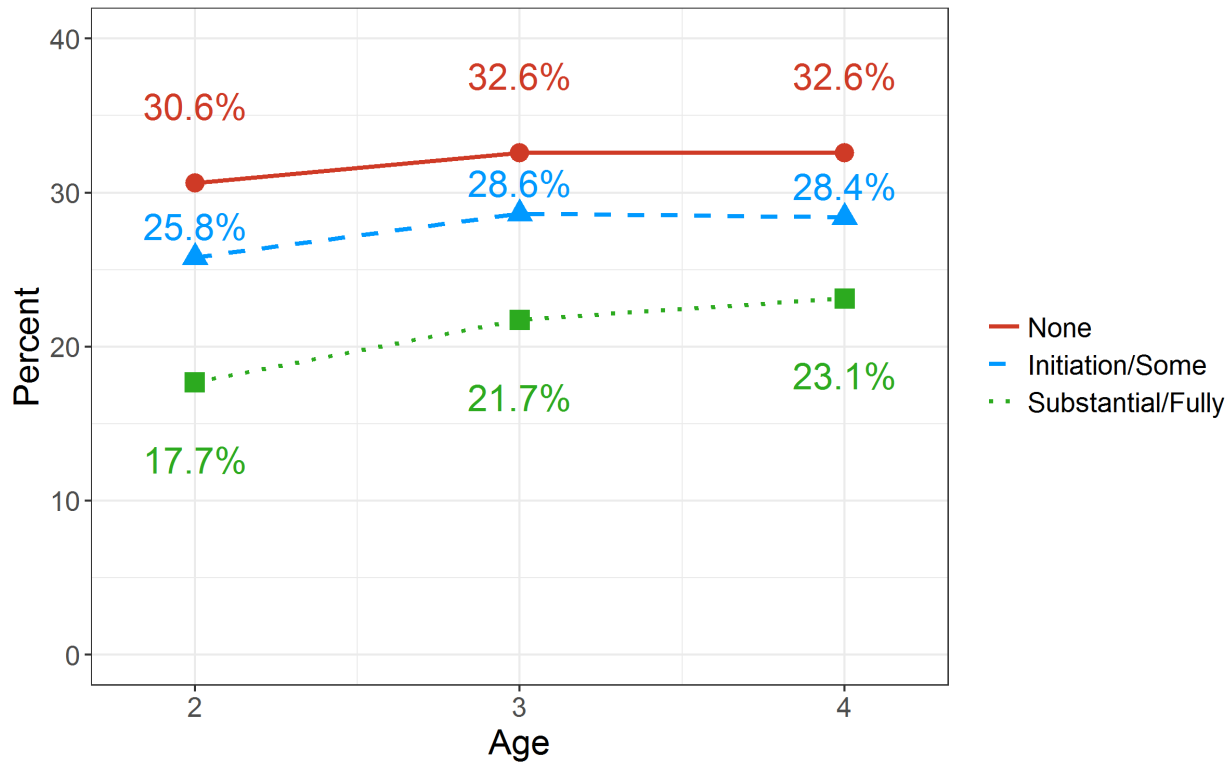


Is good

BMI

Overweight and Obesity Rates by Breastfeeding

Montana WIC 2012-2016



Is good

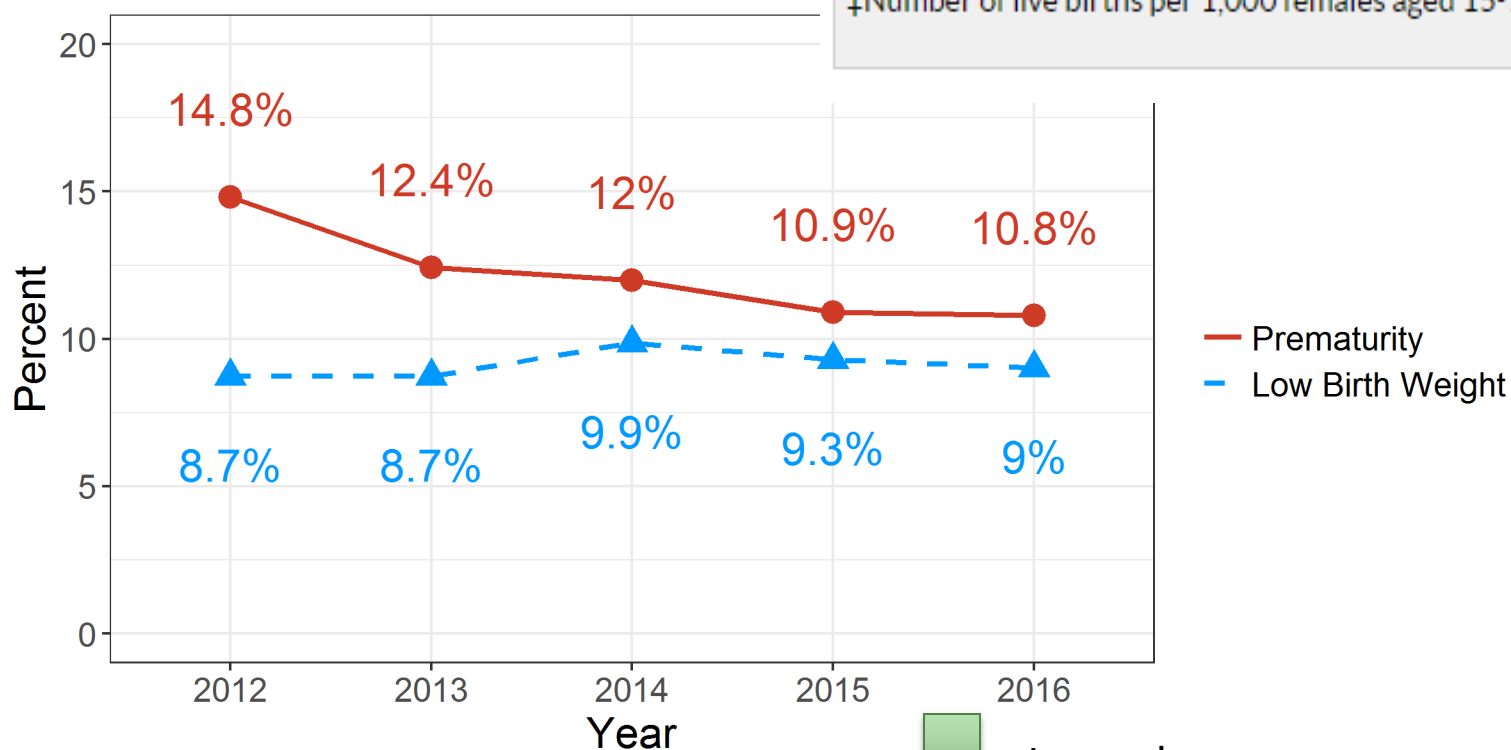
Prematurity & Low Birth Weight

Prematurity & Low Birth Weight

Montana WIC 2012-2016

Montana Birth Data 2015	State	Rank*	U.S.**
Preterm Birth Rate	8.4	43rd (tie)	9.6
Low Birthweight Rate	7.1	35th (tie)	8.1

[†] Excludes data from U.S. territories
[‡] Number of live births per 1,000 females aged 15-19



Is good



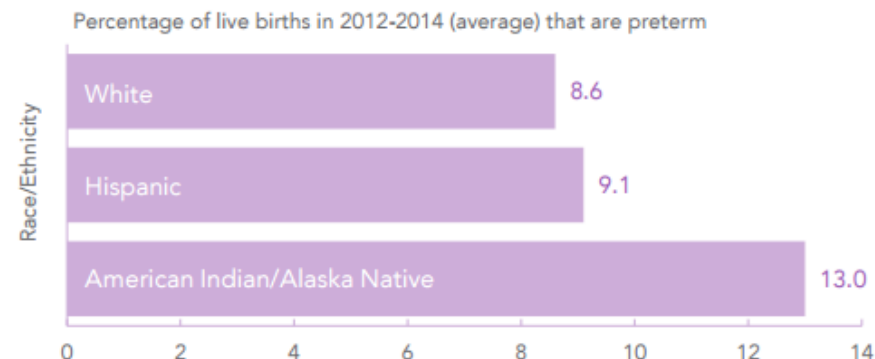
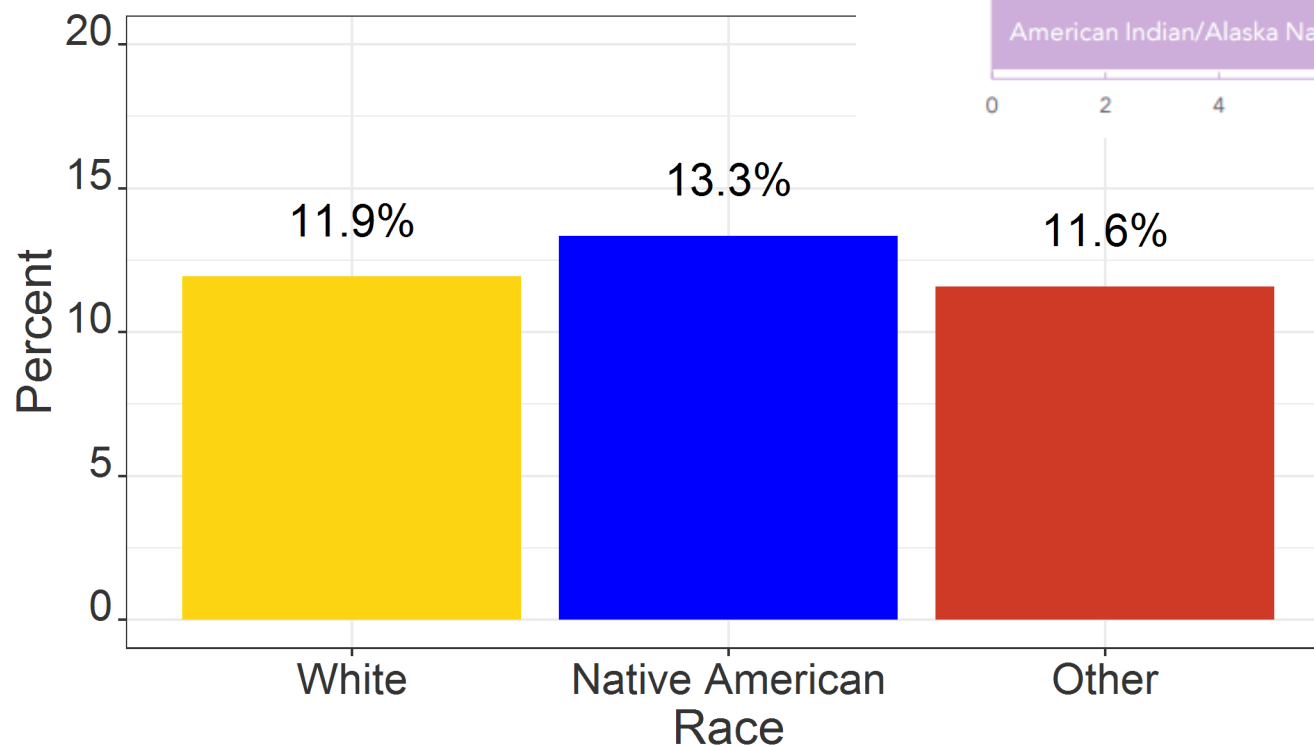
Prematurity & Low Birth Weight

State rank

#36

Prematurity by Race

Pregnant Montana WIC Clients: 2012-2016

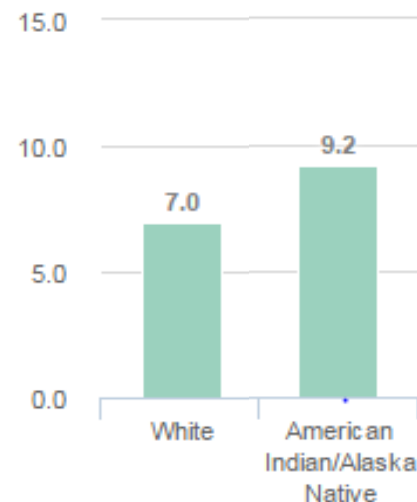
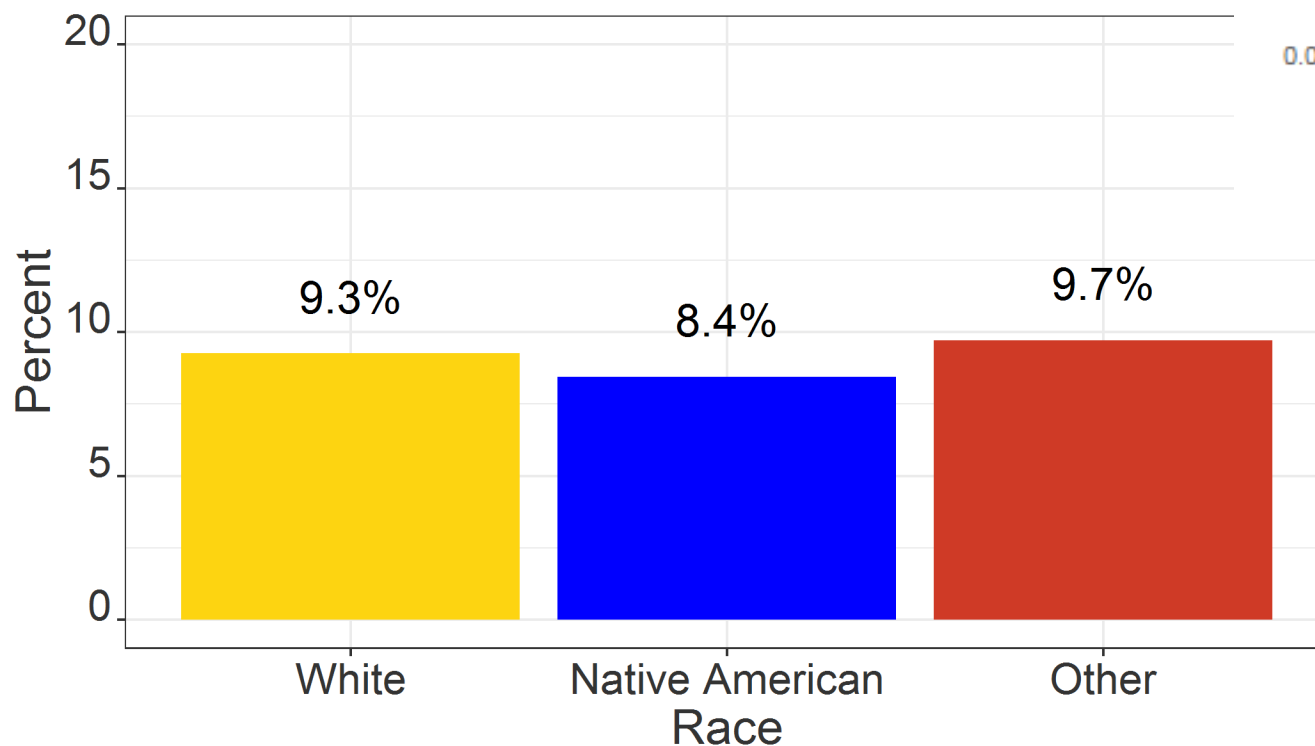


Low Birth Weight

Low birthweight by race: Montana, 2012-2014 Average

Percent of live births

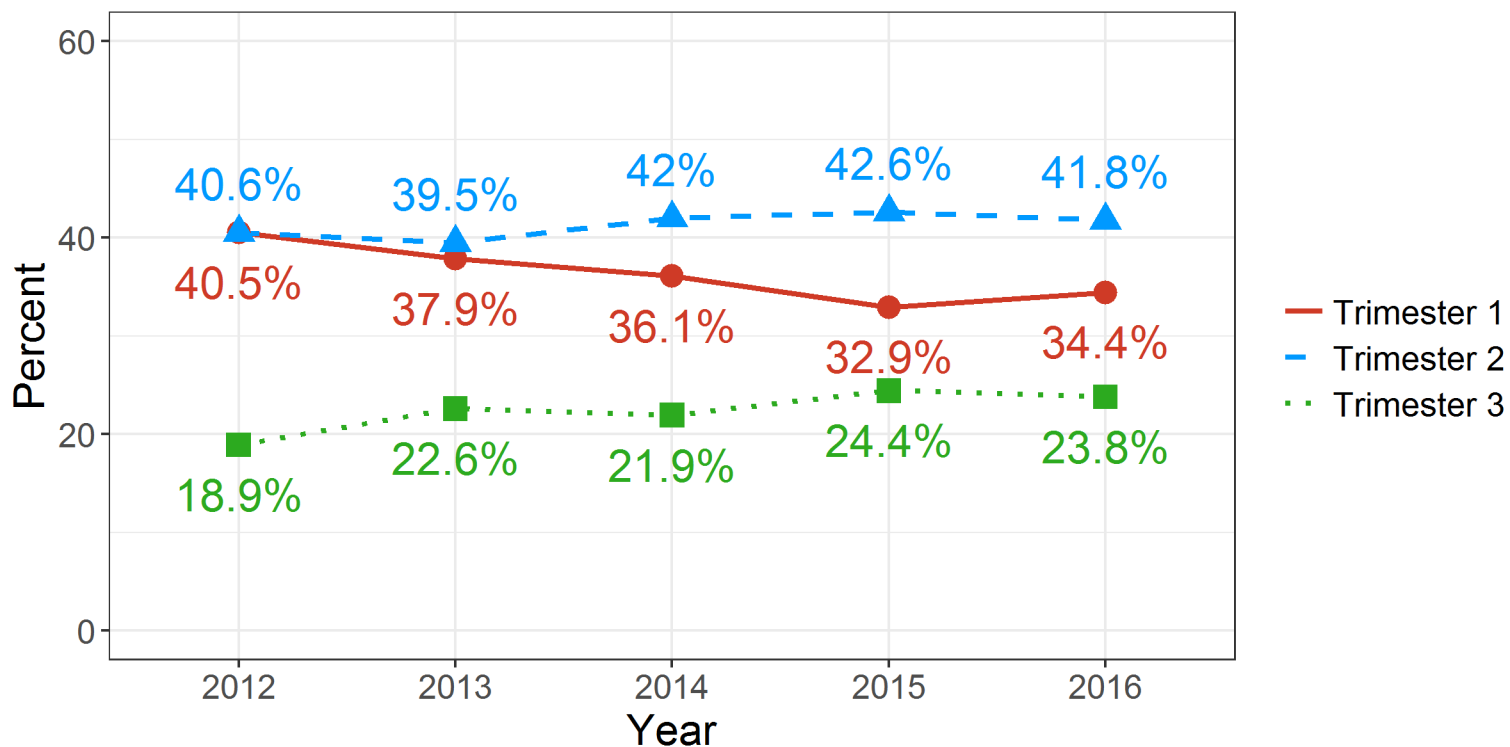
Low Birth Weight by Race
Pregnant Montana WIC Clients: 2012-2016



Trimester Entry to WIC

Trimester of WIC Entry

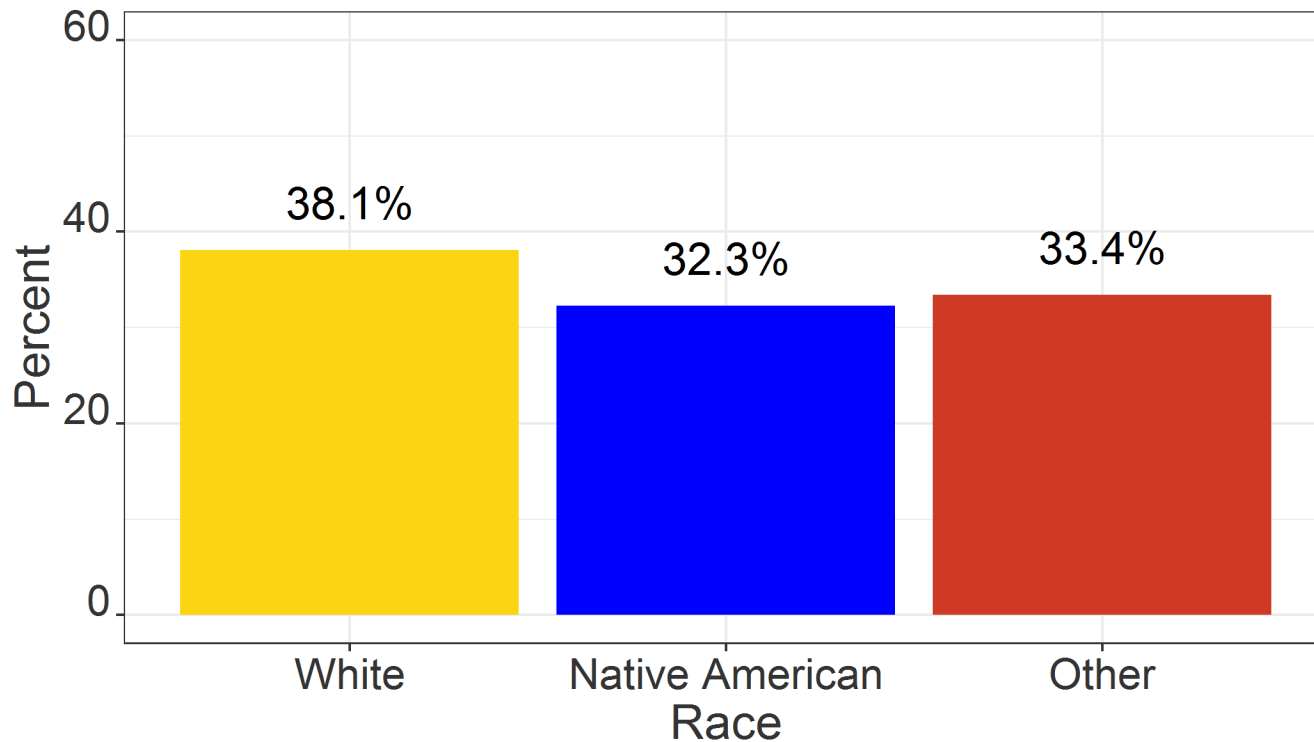
Montana WIC 2012-2016



Trimester Entry to WIC

First Trimester Entry by Race

Pregnant Montana WIC Clients: 2012-2016



Is good



Data Discussion

- Dissemination
- Other data points that you are interested in?

Next Meeting

- July
- Topics?